

1 **Q: Please state your name and address.**

2 A: I am Barbara King. "Bobbie" is my nickname, and I live
3 at 132 Forty Love Point Drive, Chapin, SC 29036

4 **Q: Do you have issues with your water and sewer service?**

5 A: Yes, we have issues with sewer backup during heavy rain
6 events. For the past four years, we have experienced waste
7 water backup during heavy rain events. During this time, we
8 cannot flush any of our wastewater from showers, baths, toilets,
9 sinks, washing machines, etc. Prior to 2014, we experienced
10 sewer odors in plumbing. Plumbers investigated numerous
11 times and could not identify any problems with plumbing

12 **Q: Have you complained about this problem?**

13 A: Yes, since 2014, we complained and reported issues to:

- 14 1) Utilities, Inc. customer service and Bob Gilroy with UI
- 15 2) Sonja Johnson with Midlands EQC/BEHC DHEC
- 16 3) Paul Wise, Environmental Health Manager DHEC
- 17 4) Willie Morgan, SC Office of the Regulatory Staff
- 18 5) Sarah Johnson, SC Office of Regulatory Staff
- 19 6) Gary Wilson, SC Office of Regulatory Staff
- 20 7) Stewart Hill, Project Engineer with WK Dickson

21 8) James Caldwell, Owner Carolina Lift Stations

22 9) Nathan Ballentine, Member SC House of Representative

23 10) Bill Malinowski, Richland County Council.

24 Emails, calls and meetings to these individuals have been held
25 and sent to these individuals for the last 4 years. A meeting with
26 two affected Forty Love homeowners was held on January 11,
27 2017 with UI, DHEC, OOR, WK Dickson, Carolina Lift Systems (UI
28 invited Richland County, but they declined to attend). We also
29 reported the problem to SCE&G Water Management when UI
30 Wastewater Cleanout overflowed into Lake Murray. SCE&G
31 referred us to DHEC, who issued a water contamination notice for
32 affected cove neighbors.

33 **Q: What happens when you complain?**

34 A: Utilities, Inc. acknowledged problems and they even refunded
35 plumbing bills when we first reported the problems. They
36 assured us they were working on the issues. UI continues to
37 admit that they have problems because each time it rains, they
38 stage pump trucks at Forty Love and Hiller Road. During last
39 week's heavy rain events, Richland County staged pump trucks

40 at Lowman Home on Highway 76 in Hilton. UI reports a lack
41 of capacity with the forced main on Hiller Road.

42 **Q: What is the solution to this problem?**

43 A: Utilities, Inc. (Carolina Water Service), and Richland
44 County Sewer need to solve our wastewater problem in a
45 coordinated effort so that we can avoid pollution issues and
46 prevent sewage backup. As our neighborhood grows, and the
47 surrounding areas add houses, the sewage treatment facilities
48 will be less and less effective. Our neighborhood has an
49 outdated sewage collection system that needs to be replaced.

50 **Q: Have you improved the system at your house?**

51 A: There is nothing we can do. We maintain our LETTS
52 system by quarterly bacteria cleaning and every 3 years pump
53 our tank clean. UI (Carolina Water Service) acknowledges this
54 is their issue and not the homeowner's problem.

55 **Q: How much do you pay per month for wastewater removal?**

56 A: Fifty-two dollars. UI wants to raise the price to \$69 per month. If
57 they want to raise the price by \$17 per month, they need to
58 prevent our toilets from backing up. This issue has affected the
59 value of our home until a solution is provided.

60 **Q: How many of your neighbors have this problem with**
61 **wastewater backup?**

62 A: This affects everyone with a house close to the lake in a low-
63 lying area. Some people are afraid to speak out. As more
64 homes are built, and the wastewater treatment system
65 becomes more taxed, the backup could affect everyone. We
66 have been in our house for 25 years, prior to phases two and
67 three in Forty Love. Our house was one of the first houses built
68 in Forty Love. We did not experience wastewater backups until
69 more houses were built in surrounding area. Prior to heavy
70 rains, we have noticed that UI (Carolina Water Service) stations
71 pump trucks near the boat ramp area – the low point of our
72 neighborhood sewage collection.

73 **Q: What is your biggest concern?**

74 A: Our biggest concern is that Carolina Water Service and
75 Richland County have not solved this problem in three years
76 despite our repeated complaints. Our second biggest concern
77 is that when we get a heavy rain, raw sewage flows into Lake
78 Murray. We want the problem to be fixed for the entire
79 neighborhood.